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Genesys Engage Digital (eServices)

transcript-cleanup

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transcript-cleanup

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allow-bot-unmask

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.301.06

Allows bot participants to unmask sensitive data in chat session messages when transcript cleanup is enabled.

apply-area

Default Value: never

Valid Values: always, history-all, history-final, never

Changes Take Effect: Immediately

Modified: 8.5.301.06

Allows you to enable or disable the masking of sensitive data in chat session messages. Possible values:

- **always:** masks sensitive data both in real-time and in the transcript (intermediate and final) written to UCS.
- **history-all:** masks sensitive data in the transcript (intermediate and final) written to UCS. Note: after session restoration in the case of a Chat Server failover, real-time PII data is masked out.
- **history-final:** masks sensitive data in the transcript (final only) written to UCS.
- **never:** disables the masking functionality.

Note: This option replaces the "transcript-cleanup-apply" option in the [settings] section, used in previous releases.

apply-config

Default Value: mix

Valid Values: cfg, mix, ucs

Changes Take Effect: Immediately

Specifies the configuration source which Chat Server reads to mask sensitive data. Possible values:

- **cfg:** uses Chat Server hardcoded rules.
- **mix:** tries to use the PII configuration from UCS. If it is not specified for a given chat session, uses Chat Server hardcoded rules.
- **ucs:** uses the PII configuration from UCS. If it is not specified for the given chat session then do not process session messages.

clean-subject

Default Value: never

Valid Values: never, history, interaction, both

Changes Take Effect: Immediately

Specifies if transcript cleanup rules should process a chat subject. Possible values:

- **never:** disables subject masking functionality.
- **history:** cleans up chat subject only in UCS history record.
- **interaction:** cleans up chat subject only in interaction's user data.
- **both:** cleans up chat subject in both UCS history record and interaction's user data.

default-repchar

Default Value: *

Valid Values: Any character

Changes Take Effect: Immediately

Modified: 8.5.301.06

Specifies the character used to replace sensitive data. If multiple characters are specified, then the first one is used.

Note: This option replaces the "transcript-cleanup-mask" option in the [settings] section, used in previous releases.

default-spec

Default Value: replace-digits

Valid Values: none, replace-all, replace-digits

Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies how sensitive data is masked. Possible values:

- **none:** while no data is masked, Chat Server prints a notice in the log that sensitive data was found.
- **replace-all:** replaces all symbols in a substring that are matched by a regular expression.
- **replace-digits:** replaces only the digits in a substring that are matched by a regular expression.
- **replace-digits-N:** is used like **replace-digits** but leaves the last N number of digits untouched.

Note: This option replaces the "transcript-cleanup-action" option in the [settings] section, used in previous releases.

save-replaced

Default Value: none
Valid Values: none, original
Changes Take Effect: Immediately

Specifies how Chat Server preserves the original message in the transcript after the message was modified by the transcript PII cleanup procedure. Possible values:

- **none:** does not preserve the original message in transcript.
- **original:** preserves the original message in transcript in eventAttributes under the tag "original".

typing-preview

Default Value: none
Valid Values: any, message, none, notice
Changes Take Effect: Immediately

Enables or disables masking sensitive data only in typing notifications by replacing all digits with characters defined by "default-repchar". Possible values:

- **any:** masks sensitive data in both the message and notice part of a notification.
- **message:** masks sensitive data in only the message part of a notification.
- **none:** disables this functionality.
- **notice:** masks sensitive data in only the notice part of a notification.

Note: This option replaces the "transcript-cleanup-typing" option in the [settings] section, used in previous releases.

ucs-default-group

Default Value: Chat

Valid Values: Any string

Changes Take Effect: Immediately

This option specifies the default group name in the PII UCS configuration. If the value is empty then the first available group is used.

ucs-update-interval

Default Value: 300

Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately

Specifies how often, in terms of seconds, Chat Server reads the PII UCS configuration updates. Updates is suspended if the specified interval is zero.

unmask-live-dialog

Default Value: none

Valid Values: none, agents, all, both

Changes Take Effect: Immediately

Modified: 8.5.314.02

Allows unmasking sensitive data in messages from a customer and from an agent. Unmasking applies only if an active agent (one that is visible to the customer) is present in the session. Coaching and monitoring agents will not see unmasked data. For active agents, only the data sent after the agent joined the session is unmasked.

- **none:** disables this functionality.
- **agents:** sensitive data only in customer messages is unmasked only for agents.
- **all:** sensitive data only in customer messages is unmasked for agents and for the customer.
- **both:** sensitive data both in customer and agent messages are unmasked for agents and for the customer.